



Job Title	Community Behavioral Health Coordinator	FLSA Status	Exempt
Band	SUP	Probationary Period	12 Months
Zone	2	Job Code	18233

Class Specification – Community Behavioral Health Coordinator

Summary Statement:

The purpose of this position is to plan, implement, and administer a behavioral health program that includes assessment and care coordination for patients referred to the Colorado Springs Fire Department Community and Public Health Program. This includes the supervision of staff, internship students, and volunteers. Also includes identifying patients with high EMS use that also have behavioral health issues; providing direct patient care and psychological assessment; working with the CSFD team and community partners to facilitate patient access to community behavioral health resources; collaborating with care providers to write community care plans for high-intensity patients; and helping to design policies and procedures for the integration and oversight of EMS mobile mental health response.

Essential Functions	Note: Regular and predictable attendance in the performance of this job is an essential function.
Time % (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
30%	Manage a caseload of high-risk clients to assure coordination of behavioral health services. Provide home visits when necessary to assess patient needs. Visit patients in a variety of location (i.e. homes, hospitals, public places, etc.) to perform assessments, intakes, and follow-ups as needed. Work with the IPC and patient navigators to integrate medical and behavioral health services. Complete daily operational activities for care coordination, including documentation. Maintain an expert level of knowledge and skills related to utilization management, patient and family advocacy, and optimal use of behavioral health care resources (including relevant regulatory guidelines). Assist with the implementation and monitoring of program goals to ensure consistency with strategic objectives.
10%	Participate in committees and workgroups, both locally and statewide, as assigned. Work with the Community and Public Health Administrator to develop, review, and appropriately update policies, protocols, and standards of practice, standard operating procedures, work flow processes, and scope of practice regarding care coordination related services. Conduct follow-ups with hospitals, ACO's, firefighters, police officers, patients, patient's families, and other health care professionals. Partner with the IPC and patient navigators to initiate referrals to appropriate social service agencies as deemed necessary for patients on a case by case basis. Track and provide varying levels of case management for citizens referred for assistance. Maintain files and correspondence adhering to HIPPA guidelines and in accordance with the guidelines included in the CSFD HIPAA Privacy and Security Procedures Manuals.



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10%	Build relationships with outside agencies, including DHS, APS, Home and community services, etc. Work with staff from long term care, adult family home, senior housing, and assisted living facilities to assist with incident prevention within their facilities. Provide educational presentations to independent living facilities to increase awareness of social services in an effort to reduce non-emergent incidents through the 911 system to these facilities.
20%	Coordinates and facilitates annual training for fire fighters; manages staff training and schedules; facilitates bi-monthly community care plan meetings, monitors training, and times sheets of staff and volunteers.
10%	Collect statistical data and report out required reports for grants and providers.
20%	Supervise staff that is required to have licensed supervisor for their licensure as well as following required internship guidelines for students requiring weekly individual supervision and monthly group supervision.

Competencies Required:

Human Collaboration Skills: Decisions regarding interpretation of policies may be made. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may involve stressful, negative interactions with the public requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.

Reading: Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Math: Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Writing: Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Technical Skills Required:

Skilled in a Technical Field: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.



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Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Master's degree from an accredited college or university with major coursework in social work, counseling, psychology, or related field.

Experience: Three years of full-time experience working with patients in a behavioral health clinic with 3000 hours of supervised clinical hours post Master's Program. Three years of professional/administrative experience and past work with grant reporting, budgeting, and fiscal responsibilities.

Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.

Colorado Driver's License	Upon hire
Licensed Clinical Social Worker or Licensed Professional Counselor	Upon hire
Certifications required in accordance with standards established by departmental policy.	

Supervision Exercised:

Work requires supervising and monitoring performance for a regular group of employees or department including providing input or hiring/disciplinary actions and work objectives/effectiveness, performance evaluations, and realigning work as needed. A first line supervisor typically performs these functions.

Supervision Received:

Receives General Direction: The employee normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance reviewed periodically.

Fiscal Responsibility:

This job title has no budgetary responsibility.

Physical Demands:

Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.



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Environmental Conditions	Frequency
Primary Work Environment	Office with some outside
Extreme Temperature	Seasonally
Wetness and Humidity	Seasonally
Respiratory Hazards	Never
Noise and Vibrations	Never
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Rarely
Exposure to Communicable Diseases	Rarely

Machines, Tools, Equipment, and Work Aids: Computer, printer, copier, telephone, and standard office equipment.

Specialized Computer Equipment and Software: Microsoft Office.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original date: September 2015